



# Sheel pharmacy

A pharmacy you can trust

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## **Discharge Medicine Service**

### How the service works?

- NHS Trusts will identify patients who will benefit from the DMS and, subject to the patient consenting to a referral, they will send a referral to the pharmacy via a secure electronic system. The referral will include details of the patient's medicines regimen at discharge.
- When a referral is received, a community pharmacist will undertake an initial review of the information, comparing the revised regimen to that pre-admission. At this stage, where any clinical issues are identified, these will be queried with the Trust or alternatively, it may require a conversation with the patient's general practice or the clinical pharmacy team within the PCN.
- When the first prescription for the patient is received by the pharmacy following discharge, a further review will be undertaken to ensure medicines prescribed post-discharge take account of the appropriate changes made during the hospital admission. If there are discrepancies or other issues, the pharmacy team will try to resolve them with the general practice or PCN clinical pharmacy team. Complex issues may need to be resolved by the general practice/PCN clinical pharmacy team undertaking a Structured Medication Review.
- The community pharmacist or pharmacy technician will then have a consultation with the patient and/or their carer to check their understanding of what medicines they should now be taking, when they should be taken and any other relevant advice to support medicines use.
- Where the patient and/or their carer cannot attend the pharmacy for this discussion, for example if they are housebound or convalescing following surgery, this can be provided by telephone or video consultation.
- Information that would be of value to the patient's general practice or PCN clinical pharmacy team, to support the ongoing care of the patient, will be communicated as appropriate.
- Where appropriate, there should also be an offer to the patient to dispose of any medicines that are no longer required, to avoid potential confusion and prevent an adverse event.